

**EXPRESS MAIL LABEL NO.:**

**WHAT IS CLAIMED IS:**

1. A method for providing support to a user from a remote computer, the method comprising:

activating a control embedded in a web page that is currently being viewed by a web browser;

receiving source code from the remote computer; and

using the control to execute the source code received from the remote computer so as to read and/or modify state information of the web browser.

2. The method of claim 1, wherein the state information of the web browser includes form information entered into at least one form field of the web page that is currently being viewed by the web browser.

3. The method of claim 2, wherein the using step includes the sub-steps of: executing the source code so as to read the form information; and sending the form information that is read to the remote computer.

4. The method of claim 1, wherein the using step includes the sub-step of executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser.

5. The method of claim 1, further comprising the step of:  
after the activation step and before the receiving step, sending a message from the control to the remote computer to establish a connection between the control and a support application executing on the remote computer.

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6. The method of claim 1, wherein the using step includes the sub-step of executing the source code so as to cause the web browser to view a different web page.

7. A computer readable medium including computer instructions for providing support to a user from a remote computer, the computer instructions including instructions for performing the steps of:

activating a control embedded in a web page that is currently being viewed by a web browser;

receiving source code from the remote computer; and

using the control to execute the source code received from the remote computer so as to read and/or modify state information of the web browser.

8. The computer readable medium of claim 7,

wherein the state information of the web browser includes form information entered into at least one form field of the web page that is currently being viewed by the web browser, and

the using step includes the sub-steps of executing the source code so as to read the form information, and sending the form information that is read to the remote computer.

9. The computer readable medium of claim 7, wherein the using step includes the sub-step of executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser.

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10. The computer readable medium of claim 7, wherein the computer instructions further including instructions for performing the step of:

after the activation step and before the receiving step, sending a message from the control to the remote computer to establish a connection between the control and a support application executing on the remote computer.

11. A control for embedding in a web page to allow support to be provided to a user from a remote computer, the control comprising:

means for sending a message to the remote computer to establish a connection between the control and a support application executing on the remote computer;

means for receiving source code from the remote computer; and

means for executing the source code received from the remote computer so as to read and/or modify form information entered into at least one form field of the web page.

12. The control of claim 11, wherein the means for executing executes the source code so as to read the form information, and sends the form information that is read to the remote computer.

13. A method for providing support to a user of a remote computer from a customer service computer, the method comprising:

receiving, at the customer service computer, a message from a control embedded in a web page that is currently being viewed by a web browser executing on the remote computer;

sending source code from the customer service computer to the control so as to cause the control to read and/or modify state information of the web browser executing on the remote computer.

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14. The method of claim 13,

wherein the state information of the web browser includes form information entered into at least one form field of the web page that is currently being viewed by the web browser, and

the sending step includes the sub-steps of:

sending the source code from the customer service computer to the control so as to cause the control to read the form information; and

receiving, at the customer service computer, the form information that is read.

15. The method of claim 13, wherein the sending step includes the sub-step of sending the source code from the customer service computer to the control so as to cause the control to modify at least one form field of the web page that is currently being viewed by the web browser.

16. A customer support application for providing support to a user of a remote computer from a customer service computer, the method comprising:

means for receiving, at the customer service computer, a message from a control embedded in a web page that is currently being viewed by a web browser executing on the remote computer;

means for sending source code from the customer service computer to the control so as to cause the control to read and/or modify state information of the web browser executing on the remote computer.

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17. The customer support application of claim 16,  
wherein the state information of the web browser includes form  
information entered into at least one form field of the web page that is currently  
being viewed by the web browser, and  
the means for sending sends the source code from the customer service  
computer to the control so as to cause the control to read the form information,  
and receives the form information that is read.
18. The customer support application of claim 16, wherein the means for  
sending sends the source code from the customer service computer to the  
control so as to cause the control to modify at least one form field of the web  
page that is currently being viewed by the web browser.